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CONFIRMATION NO. 2659

SERIAL NUMBER 10/663,740	FILING DATE 09/17/2003 RULE	CLASS 710	GROUP ART UNIT 2116	ATTORNEY DOCKET NO. 025000-073

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** CONTINUING DATA ************************

This application is a CON of 09/950,801 09/13/2001 PAT 6,668,286 _Correct_
which is a CON of 09/239,701 01/28/1999 PAT 6,311,231
which is a DIV of 08/532,537 09/25/1995 PAT 5,884,032
(*)Data provided by applicant is not consistent with PTO records.

** FOREIGN APPLICATIONS ********************

IF REQUIRED, FOREIGN FILING LICENSE GRANTED
** 12/09/2003

Foreign Priority claimed ☐ yes ☑ no	STATE OR	SHEETS	TOTAL	INDEPENDENT
35 USC 119 (a-d) conditions met ☐ yes ☑ no ☐ Met after Allowance	COUNTRY	DRAWING	CLAIMS	CLAIMS
Verified and Acknowledged Examiner's Signature Initials	CANADA	11	36	10

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TITLE
Method and system for coordinating data and voice communications via customer contact channel changing system

FILING FEE RECEIVED 1626	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	☐ All Fees
		☐ 1.16 Fees (Filing)
		☐ 1.17 Fees (Processing Ext. of time)
		☐ 1.18 Fees (Issue)
		☐ Other _____
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